

<< Agency Name >>
MENTAL HEALTH SERVICE LINE

PROCEDURE: ACCESS TO ILHIE DIRECT

PURPOSE:

To set standards for account access to the ILHIE Direct messaging system under AGENCYNAME's account.

PROCEDURES:

1. ILHIE Direct is a secure messaging system established by the Illinois Office of Health Information Technology for the exchange of Protected Health Information between registered medical and behavioral health providers. ILHIE Direct functions like an email system with the ability to attach clinical documents to a secure email message to be sent to another provider.
2. AGENCYNAME's Information Systems department maintains the AGENCYNAME accounts on ILHIE Direct and has established a central person who acts at the ILHIE Account Administrator. As such, the IS department must be notified regarding program or staff access to the system.
3. Supervisors and/or program directors must approve and request any access to the system. Supervisors will request access by completing the System Access Form, found on the AGENCYNAME intranet, and submitting the form to the IS Support Center. The support Center will forward the request to the ILHIE Account Administrator.
4. Accounts can be established in two methods:
 - an account under an individual's name, with a secure password that is not to be shared with others
 - a program/department account that is identifiable to other agencies as a central repository for sending client-related documents, with a password that is known to more than one authorized person who have been designated to download files from the account. This password is not to be shared with any unauthorized personnel.
5. ILHIE Direct is an internet-based application that can be accessed outside of the AGENCYNAME network. It is therefore critical to restrict access to ILHIE Direct for employees who are leaving AGENCYNAME. Supervisors should immediately notify AGENCYNAME's ILHIE Account Administrator of a pending staff termination and the date that the ILHIE account should be terminated, using the System Access form. If the supervisor or director determines that immediate account restriction is necessary due to a HIPAA risk, then immediate phone contact with the Support Center should be made to disable the account.

6. An initial password will be established by AGENCYNAME's ILHIE Account Administrator who will forward the password to enrolling staff to access the account. Users will not receive a prompt to change the passwords at first login, but will receive periodic prompts to change the password according to ILHIE requirements. For department accounts, a lead person will be identified to change the password when prompts are received, and the new password will be immediately forwarded to the other authorized staff for their use. Only the identified lead should change the department account password, except during an extended absence when another user is designated to manage the account during the absence. All password changes should be sent to the IS Department ILHIE Administrator who will record all active passwords who is charged with protecting access to the ILHIE account.
7. Use of ILHIE Direct for the exchange of Protected Health Information operates under the laws and protections for confidentiality of mental health information. Consent for the release of information must be valid at the time of disclosure through ILHIE Direct, or the client situation must meet the conditions in which disclosure can be made without consent.